

ACA IMPLEMENTATION NEWS

UPDATING YOU ON PROGRESS AND AVAILABLE RESOURCES RELATED TO THE
AFFORDABLE CARE ACT

Table of Contents

In This Issue.....1

News of Note2

Adult Dental Benefit.....2

PEAK & CBMS Enhancements.....4

Enrollment Events.....5

New Income Guidelines.....5

Share Your Story.....5

Social Security Changes.....5

Connect for Health Colorado.....3

Enrollment Metrics Update.....3

Enrollment Information.....3

Resources & Reminders.....6

In This Issue!

In this issue of *ACA Implementation News*, we will provide you information about the launch of the Medicaid adult dental benefit and the upcoming enhancements to PEAK and CBMS. This issue also includes an enrollment update from Connect for Health Colorado and Medicaid, as well as important enrollment information from the Marketplace.

As a reminder, please send us your ACA implementation questions/suggestions so we can provide timely and relevant information to you. Questions, comments and suggestions should be sent to ACAImplementation@hcpf.state.co.us.

To sign up for *ACA Implementation News* or the Department's ACA Communication Updates, click [here](#).

You can also find us on [Facebook](#), Twitter [@COGovHealth](#), [Google+](#) and [YouTube](#).

1570 Grant Street
Denver, CO 80203-1818
Colorado.gov/hcpf



News of Note

Medicaid Launches Adult Dental Benefit

Beginning April 1, 2014, adult Medicaid clients age 21 years and older, including expansion population clients, will have access to basic adult dental preventive, diagnostic and minor restorative services and treatment planning.

Access to the more comprehensive benefit, which includes services that require prior-authorization, such as root canals, crowns, partial dentures and periodontal scaling and root planning, will become available July, 1, 2014, once the Department hires an Administrative Services Organization to manage dental benefit utilization and assist us to build a robust Medicaid dental provider network.

For a full list of billable adult dental services, please refer to pages 5 – 6 and Attachment A of the Department's April Provider Bulletin.

In addition to the Provider Bulletin, the Department has created various tools for providers and Medicaid clients regarding the new dental benefit. Please share these resources with your network and clients, as appropriate.

For Providers

- [Adult Medicaid Dental Benefit Provider Frequently Asked Questions](#)
- [Adult Medicaid Dental Benefit and PETI Frequently Asked Questions for Providers & Nursing Facilities](#)

For Clients

- [Adult Medicaid Dental Benefit Fact Sheet](#)
- [Adult Medicaid Dental Benefit and PETI Frequently Asked Questions for Clients](#)

Clients should contact the Medicaid Customer Contact Center if they have questions about the dental benefit.

1-800-221-3943

TDD: 1-800-659-2656

Customer.Service@hcpf.state.co.us

Monday - Friday 7:30 a.m. - 5:15 p.m. (closed State holidays)



*Improving health care access and outcomes for the people we serve
while demonstrating sound stewardship of financial resources.
Colorado.gov/hcpf*

Collaborating to Cover More Coloradans

Connect for Health Colorado & Colorado Medicaid Enrollment Update

This week Connect for Health Colorado and Colorado Medicaid released their latest enrollment metrics following the close of private insurance open enrollment. Between October 1, 2013, and March 31, 2014, more than 275,000 Coloradans have signed up or been approved for health care coverage. Since October 1, 2013, Medicaid has enrolled 158,521 individuals under the Medicaid expansion. Connect for Health Colorado has enrolled 118,628 Coloradans in private health insurance coverage since the beginning of open enrollment. For more Medicaid enrollment metrics, including by gender, age and county of residence click [here](#). For additional metrics from Connect for Health Colorado click [here](#).

Category	Total	Medicaid	Connect for Health Colorado (commercial health insurance)
Coloradans signed up for health insurance	277,149	158,521	118,628
Customer Accounts		168,693 (from PEAK)	230,308
Daily Website Visitors (average daily)		6,056	6,923

Important Information from Connect for Health Colorado

Finishing your enrollment: If you started your application or attempted to access help by midnight March 31, we will help until April 15 to finish your enrollment. Customers who left a phone message on March 31 at the Customer Service Center or sent an email March 31 to help@sc.connectforhealthco.com will be contacted within 4 days by our Customer Service Center to help you finish your enrollment. Any customers who tried to apply before the deadline are encouraged to call the Customer Service Center at 1-855-752-6749, 7:00 a.m. to 8:00 p.m. Monday - Saturday. We'll help you finish your enrollment and avoid a federal penalty.

Waiting for Medicaid determination: If you've applied for financial assistance and are waiting for a determination of Medicaid eligibility from the State of Colorado, don't worry. You have until May 31 to receive your Medicaid determination and, if you are not eligible for Medicaid, to complete enrollment in commercial health insurance through our Marketplace. You'll need the 7 digit number on your Medicaid determination letter that starts with 1B to continue with the application for tax credits through our Marketplace. If you want to check on your Medicaid application, you can call 1-800-359-1991, Monday - Friday, 8:00 a.m. to 6:00 p.m. More information is available [here](#).

Additional FAQs about the end of open enrollment can be found [here](#).

Upcoming PEAK and CBMS Enhancements

The next set of enhancements to CBMS and PEAK will take place on April 5, 2014. The enhancements seek to resolve issues identified by county staff, eligibility sites, community partners, and clients. The below modifications will take effect April 5, 2014.

- Application questions regarding help with self-care will no longer be asked for individuals who are not requesting Medical Assistance. Anyone on the application who is requesting Medical Assistance, and indicates they require help with self-care, will be prompted to answer additional questions for non-MAGI Medical Assistance programs.
- Federal requirements indicate only name, address, and signature are required to initiate an application for Food Assistance. To meet this requirement, Food Assistance-only applications on PEAK have been updated to include the option to submit on each page, which will allow an incomplete application to be submitted at any time.
- PEAK has been updated so that the option to print a Medical Card will only be displayed if the client is eligible at the time of the request.
- PEAK will have the functionality to distinguish between household members receiving benefits and ancillary household members who are not receiving benefits or are no longer living in the home. Ancillary household members will now be able to submit an application for Medical Assistance through PEAK *Apply for Benefits* rather than using *Report My Changes*. Additionally, financial information for ancillary household members will no longer be displayed in the household case information.
- Non-citizen information will no longer need to be re-verified when clients add Medical Assistance to their existing case through PEAK *Report My Changes*.
- Click [here](#) to view the PEAK Outreach Team's slides on the next set of enhancements.

*****Please note that there might be updates or modifications to the build.***

Important Reminders:

Submitting a Help Desk Ticket

Community-based organizations and clients can contact CBMS.Help@state.co.us to report technical issues, errors and glitches with PEAK. Please include as much information as possible in your description of the problem. If you are county staff, use your county process for submitting a Help Desk Ticket.

CBMS Outage

As a part of the build, CBMS and PEAK will be down on Saturday, April 5, 2014 from 6:00 a.m. to approximately 8:00 a.m.

Continued on page 5...

Enhancements continued...

Post-Build Call for Community-Based Organizations

A post-build summary call to discuss PEAK system performance and known issues for Community-Based Organizations will be held on April 10, 2014, from 3:00 p.m.-3:45 p.m. To join the Post-Build Follow-Up Call for CBOs, dial 1-877-820-7831, and enter the following passcode when prompted: 349141#.

PEAK Support Call

NEW TIME for this month! With the PEAK build for March having been postponed, the PEAK Support Call will now be held on Wednesday, April 16, 2014, at 12:00PM. If you aren't able to join the Post-Build call for CBOs, please email questions or issues you'd like to discuss to PEAKOutreach@bouldercounty.org by COB on Friday, April 11, 2014.

Colorado.gov/HCPF/ShareYourStory

The Department needs personal stories about how Medicaid or Child Health Plan *Plus* (CHP+) has made a positive impact on you, a client or patient. Client stories can help the Department educate other Coloradans about the benefits of health insurance coverage.

With a client's permission, we may also use their story when talking with the media or elected officials. We will not share a client's story without their written permission.

For more information or if you know of a client that may be willing to share their personal story with us visit Colorado.gov/hcpf/ShareYourStory.

2014 Federal Poverty Level Guidelines

The income limits for the MAGI Medicaid and Child Health Plan *Plus* (CHP+) programs are based on Federal Poverty Level (FPL) guidelines that are updated by the Federal government annually. The income guidelines are used to determine eligibility for the MAGI Medicaid and the CHP+ program and are subject to change annually as the FPL is adjusted by the Federal government.

Beginning April 1, 2014, the new FPL guidelines will be in effect. CBMS will be updated to reflect the new income guidelines for each program.

For more information click [here](#).

Social Security Administration Services Changes

Effective August 1, 2014, the Social Security Administration (SSA) will discontinue providing Social Security number printouts and beginning October 1, 2014, the SSA will stop providing benefit verification letters in their office.

To read about how to get replacement Social Security cards after August 1, 2014, and how to get benefit verification letters after October 1, 2014, please click [here](#) to view Social Security Administration Publication No. 05-10544. The document is available in both English and Spanish.



Resources

PEAK Training

To view the latest training webinar by the PEAK Outreach Team, click [here](#). This training is an ideal refresher for Certified Application Assistance Sites and Connect for Health Colorado Health Coverage Guides and Certified Agents and Brokers. To schedule a personalized training for your organization on the PEAK application contact PEAKOutreach@bouldercounty.org.

Accountable Care Collaborative Video

The Department has just released a new animated video about the [Accountable Care Collaborative \(ACC\)](#). Check out our new video [here](#) that helps to explain what the ACC is and how it helps Medicaid clients get connected to the right services, in the right setting, at the right time. For more information about the ACC, visit Colorado.gov/HCPF or click [here](#).

Paper Application Training Online Now

The Department has just released a new online training on the paper application that guides individuals through the paper application, answers common questions and provides you tools. Access the training at traincolorado.com or by clicking [here](#).

Reminders

HealthColorado

[HealthColorado](#) is a state program that helps people in Medicaid choose a health plan and get connected with a primary care provider. Clients can call HealthColorado to find out about Medicaid health plans.

- In Denver: 303-839-2120
- Outside of Denver: 1-888-367-6557
- TTY: 1-888-876-8864
- Hours: Monday-Friday, 8:00 a.m. to 5:00 p.m. (closed state holidays).

The HealthColorado number is **not** for information on Medicaid benefits or to find out if you qualify.

Department to Hold Public Meetings

The Department will be holding public Medical Assistance Eligibility Regulatory Rule Review meetings. The [series of public meetings](#) are required by Executive Order to review rules to ensure that they are effective, efficient and essential.

The meetings will seek input from the public on the Eligibility regulations outlined within 10 CCR 2505-10 volume 8, sections 8.100.1 through 8.100.7 as well as CHP+ 10 CCR 2505-3 sections.

Further details of the public meetings can be found in the Regulatory Review Director letter located [here](#) or by visiting the Regulatory Efficiency Review page on Colorado.gov/HCPF.